

Public Movers & Warehousemen

consumer**brief**

The Public Movers and Warehousemen Unit, which is part of the Regulated Business Section of the New Jersey Division of Consumer Affairs, ensures that every warehouseman or mover provides safe, proper and adequate service and observes the rules and regulations concerning the storage and transportation of your household goods.

Moving family belongings is a time-consuming and important task. Before choosing your mover, check with the Regulated Business Section at 973-504-6442 or 6512 to determine if the mover you have selected is licensed and in good standing.

Once you have verified that the mover or warehouseman is licensed, and have scheduled an appointment, the moving company must do the following:

1. Perform a physical survey of the goods you are planning to move;
2. Give you a copy of the estimate, filled out legibly; and
3. Give you a copy of the brochure entitled ***"Important Notice to Consumers Using Public Movers."***

THINGS YOU SHOULD KNOW

- Be sure to get a written estimate from the mover you select. The cost can be estimated based on an hourly rate, the weight of your shipment and the miles traveled, or by cubic measurement.
- Never pack jewelry, money, or valuable papers with your other belongings.

- If you do your own packing, the mover is not responsible for damage unless the container shows evidence of mishandling by the mover. Movers can pack for you, but there is a charge for this service.
- Movers usually prefer to be paid in cash, with a money order or by certified check.
- Be sure to check your goods as they are being delivered. If loss or damage is discovered, notify the mover immediately. A claim can be filed up to 90 days after delivery.
- Movers provide extremely limited protection for damaged goods, unless you purchase additional insurance. Without additional insurance, the mover is required to compensate you only up to 60 cents per pound, per article.



800-242-5846 • www.NJConsumerAffairs.gov

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New Jersey Division of
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The State of New Jersey does not have jurisdiction over interstate (outside of New Jersey) moves. Therefore, you should contact the Federal Motor Carrier Safety Administration for more information or to file a complaint regarding an interstate move. The New Jersey regional office is located at 840 Bear Tavern Road, Suite 310, West Trenton, NJ 08628, phone: 609-637-4200/4222/4229. If you are not sure who has jurisdiction, you may call 973-504-6442 or 6512.

If you wish to send goods overseas, be sure to call the consulate of the country to which you are sending the goods to find out about that country's customs procedures. Some countries do not allow food, plants or other items to be shipped in.

You can obtain the number of the consulate of the

country to which you are sending the goods by calling immigration at 888-407-4747.

If you have any problems or questions, please call the Regulated Business Section at 973-504-6442 to file a complaint. Call 973-504-6512 for licensing information.

For additional information, please visit the Regulated Business Web site at www.NJConsumerAffairs.gov/ocp.htm.

***Remember: take advantage of us,
so no one takes advantage of you!***

New Jersey Office of the Attorney General
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Office of Consumer Protection

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